**Amendments to the Claims:**

This listing of claims will replace all prior versions, and listings, of claims in the application:

**Listing of Claims:**

1.    (Currently Amended) A method for remotely servicing a computational component, comprising:

providing a firewall and a computational component requiring servicing from a servicing entity responsible for servicing the computational component requiring servicing, the firewall analyzing packet communications to the computational component and being configured to block packets comprising servicing commands from [[a]]the servicing entity;

establishing, through the firewall, a session with a servicing computational component, the servicing entity being associated with the servicing computational component, wherein packets of the session comprisingcomprise servicing commands from the servicing entity and responses, from the computational component requiring servicing, to the servicing commands, wherein the incoming session packets are permitted to pass through the firewall, wherein the servicing commands and responses are embedded in session packets are of a session-type otherwise permitted by the firewall and unrelated to servicing, by the servicing entity, of the computational component, and wherein the packets omit payload normally associated with packets of the session type;

receiving, by the firewall, an incoming packet associated with the session, the incoming packet comprising a machine executable servicing command from the servicing entity [[for]]to be executed by the computational component requiring servicing; and

forwarding, by the firewall, the servicing command to the computational component requiring servicing.

2.    (Currently Amended) The method of Claim 1, wherein the session is defined by a point-to-point protocol, wherein the session is a real-time or near real-time session, and wherein the servicing command is associated with at least one of maintenance, diagnosis, provisioning, administration, monitoring, operating, repair, replacement, reconfiguring, configuring, and servicing of the computational component.

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3.    (Currently Amended) The method of Claim 1, wherein the forwarding step occurs at least substantially immediately after the receiving step, wherein the session type is a computer telephony session, and wherein the session packets omit codec and voice information[[.]].

4.    (Previously Presented) The method of Claim 1, wherein the session is defined by a point-to-point protocol, wherein the session is configured as an instant messaging session, and wherein graphical display instructions are omitted from the incoming packet.

5.    (Previously Presented) The method of Claim 1, wherein the session is configured as a voice-over-IP session and wherein the session packets omit voice information.

6.    (Previously Presented) The method of Claim 1, wherein a packet header and trailer of the packet are configured as a voice-over-IP packet but the payload comprises text setting forth the machine executable servicing command.

7.    (Previously Presented) The method of Claim 1, wherein a packet header and trailer of the packet are configured as an instant message packet but the payload comprises the machine executable servicing command.

8.    (Original) The method of Claim 7, wherein the machine executable servicing command is not associated with operation of a graphical user interface or the display of information.

9.    (Original) The method of Claim 1, wherein the servicing command is associated with at least one of the following call processing parameters:  Digital Communication System or DCS call coverage, audible message waiting, vectoring, attendant vectoring, Asynchronous Transfer Mode or ATM WAN spare processor, ATM, dial by name, echo cancellation, multimedia call handling, multiple call handling, caller identification, multifrequency signaling, Integrated Services Digital Network or ISDN network call redirection, centralized attendant, remote office, enhanced Direct Inward Dialing or DID routing, survivable remote processor, time of day routing, tenant partitioning, hospitality announcements, Vector Directory Number or VDN of origin announcement, wideband switching, wireless, logged-in automated call distribution or ACD agents, maximum currently registered IP stations, maximum administered IP trunks, offer category, maximum number of ports, maximum number of administered remote office trunks,  maximum number of mobile stations, abbreviated dialing enhanced list, audible message waiting, vectoring, answer supervision by call classifier, ATM trunking, agent states, dial by name, DCS call coverage, echo cancellation, multifrequency signaling, wideband

switching, logged-in agents, offer category, maximum numbers of concurrently registered IP stations, administered IP trunks, ports, and concurrently administered remote office stations/trunks, call center release, features that have a product value (*e.g.,* corresponding to a product name or type), a release number (*e.g.,* referring to a product release identifier), and numeric value(s) (*e.g.,* indicating an operational parameter associated with the product and/or release, such as how many ports are licensed, how many licenses for the product are granted, how many concurrent users are allowed, and/or how many stations can be concurrently administered with the feature).

10.    (Original) The method of Claim 1, wherein the servicing command is associated with at least one of the following user features:  (a) features that are invoked prior to placing a call, (b) features that are invoked during a call, (c) features that are non-call associated that do not require display interactions, (d) features that are non-call associated that require display interactions, (e) features that are operated against calls not associated with the activating station, and (f) features that are operated against an alerting call.

11.    (Original) The method of Claim 10, wherein the servicing command is associated with at least one of the following user features:  analog bridged appearance select, abbreviated dialing, active appearance select, automatic appearance select, automatic call back, automatic intercom, autodial, bridged appearance selection, call appearance selection, call forwarding all, call forwarding busy/no answer, call forwarding deactivation, call park, call unpark, call pick-up, conference no answer, conference, calling party number block, calling party number unblock, dial intercom, directed call pick-up, drop last added party, drop call, exclusion (which prevents a user from being active on the same call on a physical port and a trunk port), extend call off-switch enable (to enable the mapping agent), extend call off-switch disable (to disable the mapping agent), group page, handover, held appearance select, hunt night service, last number dialed, malicious call trace activation, malicious call trace deactivation, manual message waiting, priority call, send all calls, manual signaling, transfer on hang up, transfer to voice mail, and trunk night service.

12.    (Previously Presented) The method of Claim 1, wherein the session is point-to-point, wherein a header and trailer of the session packets resemble the session type permitted by the firewall, and wherein the servicing commands and responses are embedded in session packet payloads in lieu of message content intended for a human recipient.

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13.     (Previously Presented) The method of Claim 1, wherein the type of the session is not intended to be associated with a servicing command, wherein the session type does not enable packet numerical sequencing, and wherein the session packets are altered to numerically sequence the packets.

14.     (Currently Amended) The method of Claim 1, wherein the servicing computational component is positioned logically external to a network segment protected by the firewall, wherein the computational component requiring servicing is positioned logically in the network segment protected by the firewall and further comprising:

receiving a servicing response to the servicing command from the computational component requiring servicing;

configuring the servicing response as at least one packet associated with the session; and

sending the at least one servicing response packet to the servicing computational component.

15.     (Original) The method of Claim 13, wherein the type of session is intended for person-to-person communications.

16.     (Previously Presented) A computer readable medium comprising computer executable instructions operable to perform the steps of Claim 1.

17.     (Currently Amended) A logic circuit comprising circuitry operable to perform the steps of Claim 1 and transform an electronic servicing command into an operation by the computational component requiring servicing.

18.     (Currently Amended) A system for remotely servicing a computational component, comprising:

a firewall operable to analyze incoming communications to [[the]]a computational component requiring servicing and block servicing commands from a servicing entity responsible for servicing the computational component requiring servicing and transmitted by a servicing computational component;

~~a computational component requiring servicing;~~

a data collection agent operable to (a) establish, through the firewall, a session with [[a]]the servicing computational component, packets of the session comprising servicing commands from the servicing entity and corresponding responses by the computational component requiring servicing, wherein the ~~servicing commands and responses are embedded in~~

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session packets are of a session type otherwise permitted by the firewall [[and]]but unrelated to servicing of the computational component requiring servicing, and wherein the packets omit payload normally associated with packets of the session type, (b) receive, through the firewall, an incoming packet associated with the session, the incoming packet comprising a machine executable servicing command from the servicing entity for the computational component requiring servicing, and (c) forward the servicing command to the computational component requiring servicing.

19.     (Previously Presented) The system of Claim 18, wherein the session is defined by a point-to-point protocol, wherein the exchange of messages between the agent and the servicing computational component is a real-time or near real-time and wherein the servicing command is associated with at least one of maintenance, diagnosis, provisioning, administration, monitoring, operating, repair, replacement, configuring, reconfiguring, and servicing of the computational component .

20.     (Previously Presented) The system of Claim 18, wherein the forwarding function occurs at least substantially immediately after the receiving step and the session type is a computer telephony session and wherein the session packets omit codec and voice information.

21.     (Previously Presented) The system of Claim 18, wherein the session is configured as an instant messaging session and wherein the session packets omit messages intended for human recipients.

22.     (Previously Presented) The system of Claim 18, wherein the session is configured as a voice-over-IP session and wherein voice and data messages are omitted from the incoming packet.

23.     (Previously Presented) The system of Claim 18, wherein a packet header and trailer of the incoming packet are configured as a voice-over-IP packet but the payload comprises text setting forth the machine executable servicing command.

24.     (Previously Presented) The system of Claim 18, wherein a packet header and trailer of the incoming packet are configured as an instant message packet but the payload comprises the machine executable servicing command.

25.     (Previously Presented) The system of Claim 24, wherein the machine executable servicing command is not associated with operation of a graphical user interface or the display of information and wherein the session packets exclude graphical display instructions.

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26. (Original) The system of Claim 18, wherein the servicing command is associated with at least one of the following call processing parameters: Digital Communication System or DCS call coverage, audible message waiting, vectoring, attendant vectoring, Asynchronous Transfer Mode or ATM WAN spare processor, ATM, dial by name, echo cancellation, multimedia call handling, multiple call handling, caller identification, multifrequency signaling, Integrated Services Digital Network or ISDN network call redirection, centralized attendant, remote office, enhanced Direct Inward Dialing or DID routing, survivable remote processor, time of day routing, tenant partitioning, hospitality announcements, Vector Directory Number or VDN of origin announcement, wideband switching, wireless, logged-in automated call distribution or ACD agents, maximum currently registered IP stations, maximum administered IP trunks, offer category, maximum number of ports, maximum number of administered remote office trunks, maximum number of mobile stations, abbreviated dialing enhanced list, audible message waiting, vectoring, answer supervision by call classifier, ATM trunking, agent states, dial by name, DCS call coverage, echo cancellation, multifrequency signaling, wideband switching, logged-in agents, offer category, maximum numbers of concurrently registered IP stations, administered IP trunks, ports, and concurrently administered remote office stations/trunks, call center release, features that have a product value (*e.g.,* corresponding to a product name or type), a release number (*e.g.,* referring to a product release identifier), and numeric value(s) (*e.g.,* indicating an operational parameter associated with the product and/or release, such as how many ports are licensed, how many licenses for the product are granted, how many concurrent users are allowed, and/or how many stations can be concurrently administered with the feature).

27. (Original) The system of Claim 18, wherein the servicing command is associated with at least one of the following user features: (a) features that are invoked prior to placing a call, (b) features that are invoked during a call, (c) features that are non-call associated that do not require display interactions, (d) features that are non-call associated that require display interactions, (e) features that are operated against calls not associated with the activating station, and (f) features that are operated against an alerting call.

28. (Original) The system of Claim 27, wherein the servicing command is associated with at least one of the following user features: analog bridged appearance select, abbreviated dialing, active appearance select, automatic appearance select, automatic call back, automatic

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intercom, autodial, bridged appearance selection, call appearance selection, call forwarding all, call forwarding busy/no answer, call forwarding deactivation, call park, call unpark, call pick-up, conference no answer, conference, calling party number block, calling party number unblock, dial intercom, directed call pick-up, drop last added party, drop call, exclusion (which prevents a user from being active on the same call on a physical port and a trunk port), extend call off-switch enable (to enable the mapping agent), extend call off-switch disable (to disable the mapping agent), group page, handover, held appearance select, hunt night service, last number dialed, malicious call trace activation, malicious call trace deactivation, manual message waiting, priority call, send all calls, manual signaling, transfer on hang up, transfer to voice mail, and trunk night service.

29.    (Previously Presented) The system of Claim 18, wherein the session is point-to-point, wherein a header and trailer of the session packets resemble the session type permitted by the firewall, and wherein the servicing commands and responses are embedded in session packet payloads in lieu of message content intended for a human recipient.

30.    (Previously Presented) The system of Claim 18, wherein the type of the session is not intended to be associated with a servicing command, wherein the session type does not enable packet numerical sequencing, and wherein the session packets are altered to numerically sequence the packets.

31.    (Currently Amended) The system of Claim 18, <u>wherein the servicing computational component is positioned logically external to a network segment protected by the firewall, wherein the computational component requiring servicing is positioned logically in the network segment protected by the firewall, and</u> wherein the data collection agent is further operable to:

(d) receive a servicing response to the servicing command from the computational component requiring servicing;

(e) configure the servicing response as at least one packet associated with the session; and

(f) send the at least one servicing response packet to an administrative device.

32.    (Original) The system of Claim 30, wherein the type of session is intended for person-to-person communications.

33.    (Currently Amended) A method for remotely servicing a computational component, comprising:

providing a firewall and a computational component requiring servicing, the firewall analyzing communications to the computational component <u>requiring servicing</u> and <u>being</u> configured to block servicing commands <u>received</u> from a servicing computational component, <u>the servicing computational component being located logically outside a network segment protected by the firewall and being associated with a servicing entity responsible for servicing components located logically in the network segment, wherein the computational component requiring servicing is positioned logically in the network segment protected by the firewall</u>;

establishing, through the firewall, a session with [[a]]<u>the servicing entity via the</u> servicing computational component, packets of the session comprising servicing commands <u>from the servicing entity</u> and <u>corresponding</u> responses <u>from the computational component requiring servicing</u>, with the incoming packets <u>being permitted to pass</u><s>passing</s> through the firewall, wherein the <s>servicing commands and responses are embedded in packets of</s><u>session is of</u> a session type otherwise permitted by the firewall and unrelated to servicing<u>, by the servicing entity,</u> of the computational component <u>requiring servicing</u>, wherein the type of session is intended for person-to-person communications, and wherein the session packets exclude message content intended for a human recipient;

sending<u>, by the firewall,</u> a servicing command received in one or more packets associated with the session to the computational component requiring servicing, each of the one or more packets comprising at least part of a machine executable servicing command <u>from the servicing entity</u> for the computational component requiring servicing;

receiving, from the computational component requiring servicing, a servicing response to [[a]]<u>the</u> servicing command;

configuring the servicing response as a packet associated with the session; and

forwarding<u>, by the firewall,</u> the servicing response packet to the servicing computational component.

34.    (Previously Presented) The method of Claim 33, wherein the session is a real-time or near real-time session, wherein a header and trailer of the session packets resemble the session type permitted by the firewall, and wherein the servicing commands and responses are embedded in session packet payloads in lieu of message content intended for a human recipient.

35.    (Original) The method of Claim 33, wherein the forwarding step occurs at least substantially immediately after the receiving step.

36. (Previously Presented) The method of Claim 33, wherein the session is configured as an instant messaging session and wherein the session packets omit both graphical user display instructions and message content for a human recipient.

37. (Previously Presented) The method of Claim 33, wherein the session is configured as a voice-over-IP session and wherein the packet header comprises fields for source port, destination port, length, version, padding, re-extension bit, count, marker, payload type, sequence number, and timestamp, each containing a value associated with a packet in a voice-over-IP session.

38. (Previously Presented) The method of Claim 33, wherein packet headers and trailers of the one or more packets are configured as a computer telephony packet but the payload comprises text setting forth the machine executable servicing command in lieu of a voice communication from a human sender for a human recipient.

39. (Previously Presented) The method of Claim 33, wherein packet headers and trailers of the one or more packets are configured as an instant message packet but the payload comprises text setting forth the machine executable servicing command and omits graphical display instructions and a text communication from a human sender for a human recipient.

40. (Original) The method of Claim 39, wherein the machine executable servicing command is not associated with operation of a graphical user interface or the display of information.

41. (Original) The method of Claim 33, wherein the servicing command is associated with at least one of the following call processing parameters: Digital Communication System or DCS call coverage, audible message waiting, vectoring, attendant vectoring, Asynchronous Transfer Mode or ATM WAN spare processor, ATM, dial by name, echo cancellation, multimedia call handling, multiple call handling, caller identification, multifrequency signaling, Integrated Services Digital Network or ISDN network call redirection, centralized attendant, remote office, enhanced Direct Inward Dialing or DID routing, survivable remote processor, time of day routing, tenant partitioning, hospitality announcements, Vector Directory Number or VDN of origin announcement, wideband switching, wireless, logged-in automated call distribution or ACD agents, maximum currently registered IP stations, maximum administered IP trunks, offer category, maximum number of ports, maximum number of administered remote office trunks, maximum number of mobile stations, abbreviated dialing enhanced list, audible

message waiting, vectoring, answer supervision by call classifier, ATM trunking, agent states, dial by name, DCS call coverage, echo cancellation, multifrequency signaling, wideband switching, logged-in agents, offer category, maximum numbers of concurrently registered IP stations, administered IP trunks, ports, and concurrently administered remote office stations/trunks, call center release, features that have a product value (*e.g.,* corresponding to a product name or type), a release number (*e.g.,* referring to a product release identifier), and numeric value(s) (*e.g.,* indicating an operational parameter associated with the product and/or release, such as how many ports are licensed, how many licenses for the product are granted, how many concurrent users are allowed, and/or how many stations can be concurrently administered with the feature).

42.     (Original) The method of Claim 33, wherein the servicing command is associated with at least one of the following user features:  (a) features that are invoked prior to placing a call, (b) features that are invoked during a call, (c) features that are non-call associated that do not require display interactions, (d) features that are non-call associated that require display interactions, (e) features that are operated against calls not associated with the activating station, and (f) features that are operated against an alerting call.

43.     (Original) The method of Claim 42, wherein the servicing command is associated with at least one of the following user features:  analog bridged appearance select, abbreviated dialing, active appearance select, automatic appearance select, automatic call back, automatic intercom, autodial, bridged appearance selection, call appearance selection, call forwarding all, call forwarding busy/no answer, call forwarding deactivation, call park, call unpark, call pick-up, conference no answer, conference, calling party number block, calling party number unblock, dial intercom, directed call pick-up, drop last added party, drop call, exclusion (which prevents a user from being active on the same call on a physical port and a trunk port), extend call off-switch enable (to enable the mapping agent), extend call off-switch disable (to disable the mapping agent), group page, handover, held appearance select, hunt night service, last number dialed, malicious call trace activation, malicious call trace deactivation, manual message waiting, priority call, send all calls, manual signaling, transfer on hang up, transfer to voice mail, and trunk night service.

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44. (Previously Presented) The method of Claim 33, wherein the session is defined by a point-to-point protocol, wherein a header and trailer of the session packets resemble the session type permitted by the firewall, and wherein the servicing commands and responses are embedded in session packet payloads in lieu of message content intended for a human recipient.

45. (Previously Presented) The method of Claim 33, wherein the type of the session is not intended to be associated with a servicing command, wherein the session type does not enable packet numerical sequencing, and wherein the session packets are altered to numerically sequence the packets.

46. (Original) The method of Claim 33, further comprising:

receiving the one or more packets associated with the session; and

forwarding the servicing command to the computational component requiring servicing.

47. (Previously Presented) The method of Claim 45, wherein the servicing command is associated with at least one of maintenance, diagnosis, provisioning, administration, monitoring, operating, repair, replacement, (re)configuring, and servicing of the computational component and the session type is a computer telephony session.

48. (Previously Presented) A computer readable medium comprising computer executable instructions to perform the steps of Claim 33.

49. (Currently Amended) A logic circuit comprising circuitry operable to perform the steps of Claim 33 and transform the servicing command into an operation by the computational component requiring servicing.

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